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JAN 24 2003

PSC Consumer Services

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

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JAN 24 2003

PUBLIC SERVICE
COMMISSION

Brian + Amy Collins
(Your Full Name)

COMPLAINANT

VS.

Louisville Gas + Electric
(Name of Utility)

DEFENDANT

2003-00032

COMPLAINT

The complaint of Brian + Amy Collins respectfully shows:
(Your Full Name)

(a) Brian + Amy Collins
(Your Full Name)

2812 Hikes Ln Louisville ky 40218
(Your Address)

(b) Louisville Gas + Electric
(Name of Utility)

Po Box 32020 Louisville ky 40232
(Address of Utility)

(c) That: Our normal bill runs about \$120.00/month
(Describe here, attaching additional sheets if necessary,

In June of 2002 we received a bill for \$179.07
the specific act, fully and clearly, or facts that are the reason

When I asked the reason for the large bill, they
and basis for the complaint.)

told me that it was an actual read as

the earlier months had been estimates. The

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Next month - July 2002 - our bill was \$290.08

Again, I immediately called and was told AGAIN that this month was an actual read as the previous months had all been estimates. When I pointed out that the month before was supposed to have been an actual they had no answer. There was no possible way our bill should have been so high especially in July because we were on vacation in Florida for 10 of the 30 days with everything turned off or way down.

When I asked for the meter to be checked, I was told it would be done within 2 wks. They didn't check the meter until Sept. after I had called twice to complain.

When the man came to check it, he told my husband that the numbers did not add up at all and that ~~there~~ there was definitely something off with it. He pulled the meter and replaced it.

LG&E tested it; again after several complaints and a cut-off of our service which I had been assured would not happen for non-payment of the amount in dispute, and said everything was fine except the reading was off "just a little bit" less than \$10.00 in actual money.

They said that they had been estimating for several months because of our dog - including June which was supposed to be an actual read? They never notified us of a problem with reading the meter. As they admitted they were supposed to do. It still didn't make any sense to me. Why would the repair

Formal Complaint

Brian & Amy Collins vs. Louisville Gas & Electric

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When say that it didn't add up at all when he was here? Why did they wait so long to replace the meter? So I complained to PSCommision I spoke w/ Matt Rhody who requested the meter from LG+E for further testing But LG+E no longer has the meter - they destroyed it.

Wherefore, complainant asks An adjustment of our bill
(Specifically state the relief desired.)

of \$ 290.00 Not only because our normal bill is only \$ 120.00, but also for the frustration & time and energy which I have had to deal with in getting this resolved with LG+E

Dated at Louisville, Kentucky, this 15th day
(Your City)

of December, 15th 2002
(Month)

Brian Collins
(Your Signature)

(Name and address of attorney, if any)

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good

cause shown, may grant. The answer must contain a specific denial of such material allegations of the complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))
Complainant)
) No. _____
vs.) (To be inserted by
) the secretary.
(Insert name of each defendant))
Defendant)

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19 _____.

(Name of each complainant)

(Name and address of attorney,
if any)